



Iowa Department of Human Services

Kim Reynolds
Governor

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Director

INFORMATIONAL LETTER NO.1819-MC-FFS-D

DATE: August 18, 2017

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care, Fee-for-Service and Dental

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Email Address Notification for Informational Letters

EFFECTIVE: August 21, 2017

Providers who are signed up to receive Informational Letters upon publication have been receiving the email notification from the sender **DHS IMEInformation** (IMEInformation@dhs.state.ia.us). Effective August 23, 2017, the notifications will be sent from the Iowa Office of the Chief Information Officer (IACIO@public.govdelivery.com).

This change will not affect your subscription to topics in the Iowa Medicaid Portal Access (IMPA) system. There is no need for you to do anything. You will continue to receive notifications as you have in the past.

This new email box, just like the previous mail box, will not be monitored. If at any time, you wish to change the email address that Informational Letters are sent to, you will need to sign up through the Iowa Medicaid Portal Access (IMPA) system by using your new email address.

If you are not signed up to receive Informational Letters via email from the IME, please follow the steps below:

- 1) Go to the IMPA at: <https://secureapp.dhs.state.ia.us/imp/>.
- 2) Under the Featured Functionality column you will find: Provider Informational Letters: Go here and sign up!
 - a. Enter (and confirm) the email address where you want notifications directed.
 - b. Check the box next to any topic for which you want an email notification. The various Medicaid provider types are listed as topics.
 - c. You can subscribe to as many topics as you want including a "select all" option.
 - d. When you are done, click on the "Subscribe" button.
 - e. At any time, you can click "Show My Topics" to see the current list of topics that are subscribed to that email address.

- 3) Once subscribed, the address will be sent an email confirmation from IMPA (IMPA@dhs.state.ia.us), for each of the topics subscribed.
- 4) With each email topic from IMPA, you will have the option to unsubscribe.
- 5) Once you are subscribed, you will receive emails from IACIO@public.govdelivery.com with a link that enables you to view any new Informational Letters that are published by the IME based on the topics you have selected.

If you have any questions please contact the IME Provider Services Unit at 1-800-338- 7909 or email at imeproviderservices@dhs.state.ia.us.